WEB BASED INFORMATION SERVICES IN UNIVERSITY LIBRARY OF BILASPUR DISTRICT: AN ANALYTICAL STUDY*

BY

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Abstract

The aim of this study is to assess the extent of access and utilization of web based information services in academic libraries in Bilaspur district with particular reference to the Guru Ghasidas Vishwavidyalaya, Sundarlal Sharma (Open) University, Dr. C. V. Raman University and Atal Bihari Bajpai University, Bilaspur. It was found that all respondents are aware of the web based information services. Most of the respondents are satisfied with the web based information services provided by the university library. All respondents can be migrated towards web based environment through appropriate training program.

Keywords: Respondents, Questionnaires, Web based information services, E resources, Digital library

INTRODUCTION

Development of information technology (IT) and the popularization of network applications have made people nowadays obtain their required information and knowledge mainly by means of the internet[1, 2] A digital library is an extensible knowledge network system under internet environments and a community service organization which can provide information and knowledge services for people and improve civil education for all-round development [3]. Digital libraries have been emphasized by many countries and developed forcefully since the early 1990s. Responding to this kind of threat and challenge, many countries have begun to study and create advanced management models for digital libraries[4,5]., and all these models try to make reference to the advantages of search engines and avoiding the inherent weakness of them, to realize digital libraries" culture and social value [6,7].

STATEMENT OF THE RESEARCH PROBLEM

In today's global economy, successful societies are those that develop, disseminate and apply knowledge and adapt flexibility to ever more rapidly changing circumstances. Higher educational institutions have to be at the center of these changes where institutions libraries are transforming rapidly to meet the demands of the electronic age [8,9].Academic libraries in Bilaspur district do not enjoy the same web based information delivery methods like those in other state based academic libraries.

OBJECTIVE OF THESTUDY

The study was guided by the following objectives are:

1. Assess access and utilization of web based information resources in the Guru Ghasidas Vishwavidyalaya Library, Sundarlal Sharma (Open) University Library, Dr. C. V. Raman University Library and Atal Bihari Bajpai University Library.
2. Establish the level of the user awareness of web based information services in library.
3. Identify the challenges facing the users in relation to access and utilization of web based information services in library.
4. Suggest possible solutions or strategies to the identified problems in the library to migrating towards web based information services.

DATA COLLECTION

Questionnaire were directly given to the respondents who were given time by the researcher. Others were collected after filling immediately and others were to be collected later at the office of the librarian[10, 11].

ANALYSIS AND INTERPRETATION

This section provides analysis and interpretation of the responses collected from university library users (students, research scholars and faculty members) covered under the present study [12].

Table 1 Distribution of Response

Name of University	Questionnaires Distributed	No. of Respondents	Response rate
Dr. C. V. Raman University	2500	2263	90.52 %
Pt Sundarlal Sharma University	2500	1134	45.36 %
Atal Bihari Bajpai University	2500	1230	49.2 %
Guru Ghasidas Vishwavidyalaya	2500	1736	69.44%
Total	10,000	6,363	63.63%

Table 1 describes that 10,000 questionnaires are distributed and 6363 respondents returned the filled questionnaires.

Table 2 Distribution of Response regarding to digital information Services

S/N		No. of Users	Percent
1	Online Public Access Catalogue	3735	58.69
2	Electronic Journals	363	5.704
3	Electronic Books	683	10.73
4	Institutional Repository	50	1.27
5	Web Portal	306	4.809
6	Not respond	1226	18.424
7	Total	6363	100

Table -2 describes that 58.69% users accesses Online Public Access Catalogue, 10.73% uses electronic books, 5.70 accesses for electronic journals, 4.8% accesses for web portal and only 1.27% uses institutional repository.

Table -3 Distribution of Response regarding the purpose for using information resources and services

S/N	Particulars	No. of Users	Percent
1	For Class assignment writing	890	13.987
2	For Thesis and Project writing	636	9.995
3	For Research paper writing	2673	42.008
4	Keeping up progress in relevant field	1736	27.282
5	Not Respond	428	6.726
6	Total	6363	100

Table no. -3 shows that 42% respondents uses information resources and services for research paper writing, 13.9% for class assignment, 9.995 for thesis and project writing and 27.2% for Keeping up progress in relevant field

Table -4 Distribution of Response regarding to frequency of using the digital information Services

S/N	Particulars	No. of Users	Percent
1	Daily	1819	28.587
2	Weekly	1203	18.906
3	Monthly	1632	25.648
4	Occasionally	912	14.332
5	Not at all	603	9.476
6	Not Respond	194	3.048
7	Total	6363	100

Table no. -4 shows that 28.5% users visits daily in library, 18.9% visits weekly, 25.6% visits monthly, 14% visits occasionally.

Table -5Distribution of Response regarding to training on the information resources and services

S/N	Particulars	No. of Users	Percent
1	Yes	1230	19.330
2	No	4339	68.191
3	Not respond	794	12.478
4	Total	6363	100

Table -5 shows that 19.3% respondents said that university library provided training on the information resources and services, 68.19% said that training not provided by the university library and 19.3% users were not responded.

Table -6 Distribution of Response regarding to problem in accessing e resources

S/N	Particulars	No. of Users	Percent
1	Difficult in finding relevant information	673	10.576
2	Overloading on the internet	2273	35.722
3	Host website is slow	1363	21.420
4	Searching instruction is completed	1209	19.000
5	Facility for copying is not sufficient	570	8.958
6	Not respond	273	4.290
7	Total	6363	100

Table no. 6 shows that in accessing e resources10.5% users feels difficulty in finding relevant information, 35.7% problem in accessing is due to overloading on the internet, 21.4% said it is due to slow host website, 19% users said it is due to completion of searching instruction and according to 8.9% users it is due to insufficient copying facility.

Table -7 Distribution of Response regarding to satisfaction of e resources

S/N	Particulars	No. of Users	Percent
1	Fully satisfied	2008	31.557
2	Satisfied	1295	19.943
3	Less satisfied	1203	18.906
4	Not Satisfied	636	9.995
5	Not respond	1221	19.189
6	Total	6363	100

Table no. 7 shows respondents satisfaction in using e resources. 31.5% users are fully satisfied, 19.9% are satisfied, 18.9% are less satisfied and only 9.9% users are unsatisfied. 19.18% users are not responded

FINDINGS

- The study's findings are summarized as follows:
- All respondents were cooperative and answer the questionnaire
- All respondents are aware of the web based information services at the Guru Ghasidas Vishwavidyalaya Library, Sundarlal Sharma (Open) University Library, Dr. C. V. Raman University Library and Atal Bihari Bajpai University Library.
- Most of the respondents are satisfied with the web based information services provided by the university library.
- University libraries conducts training program time to time for its staff as well as for its users, till some of the respondents are facing difficulty in using web based information sources and services
- All respondents can be migrated towards web based environment through appropriate training program.

CONCLUSION

In the study it was found that respondents are facing numerous challenges in access and use of web based

Information services due to lack of adequate search skills. It was established the respondents did not have adequate search skills in order to access and utilize information services in the library. It was established that appropriate training is necessary for users. Some of the respondents had never trained or some only were trained during the orientation exercise which was considered quite inadequate as the respondents needed further training to be conducted.

RECOMMENDATION

From the study findings and conclusions, the following recommendations are made:

- In order to ensure successful utilization and accessibility of web based information resources in libraries, the stakeholders should formulate strategic plan of ensuring proper and extensive training is offered to the library users on mechanisms of easier retrieval and utilization of information of web based information resources in libraries.
- To ensure increased awareness of web based information services in the libraries, the policy stakeholders should came up with policies which increase the reliability of internet connectivity access to digital information resources and services in the library.

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